

PRV – Enrollment Individualized Services Information System (ISIS) Help Desk Security Request

Purpose:

The purpose of this procedure is to provide ISIS support- Security Request

Identification of Roles:

Provider Enrollment ISIS team

Performance Standards:

Respond with a complete response to 90 percent of e-mailed request within one business days of receipt. Provide an interim response within one business day if a complete response is not possible by then. Provide complete responses to 10 percent of inquiries within three business days

Path of Business Procedure:

Step 1: Receive Security form in the ISIS Help Desk Email box

ISIS security email is moved to PRV 06 emails in OnBase

Step 2: Determine the type of request

- a. ISIS user locked out? Move to step 3
- b. New ISIS user request? Move to step 4
- c. Change ISIS user profile? Move to step 5

Step 3: ISIS user locked - Reset

- a. Email must include ISIS user name, first and last. If missing information return , if complete continue to process
- b. Log into ISIS
- c. Click on the ISIS icon (Maintenance will appear)
- d. Click on the worker tab
- e. Enter the ISIS users first name, last name
- f. Click search
- g. Select the user from the list
- h. Click on Unlock user & Set Password button on the bottom of the screen
- i. Reply to email request with. Paste document from PRV Data share drive ISIS help desk (I have unlocked and reset your ISIS password reply)
- j. Move email to complete folder

Step 4: New ISIS user

- a. ISIS Security Request form is required for all new users to be added to ISIS. If form is not complete return to sender. If form is completed continue to process
- b. Log into ISIS
 1. Click on the ISIS icon (Maintenance will appear)
 2. Click on the worker tab

3. Detailed instructions are on the PRV Data Share drive in the ISIS Help Desk folder-Enter all required information
4. Click on Save
5. Paste document from PRV Data Share drive ISIS help desk folder (New ISIS user reply) into email reply to sender
6. Move email to completed folder

Step 5: ISIS User Profile change

- a. ISIS security request form is required for user changes. If form is not complete return to sender. If form is complete continue to process.
- b. Log into ISIS
- c. Click on ISIS icon (Maintenance will appear)
- d. Click on the worker tab
- e. Complete changes to all necessary fields. Detailed instructions are on the PRV Data Share drive in the ISIS Help Desk folder.
- f. Click on save
- g. Reply to sender changes completed
- h. Move email to completed folder

Forms/Reports:

ISIS Security 0906

RFP References:

6.4.7.3.b

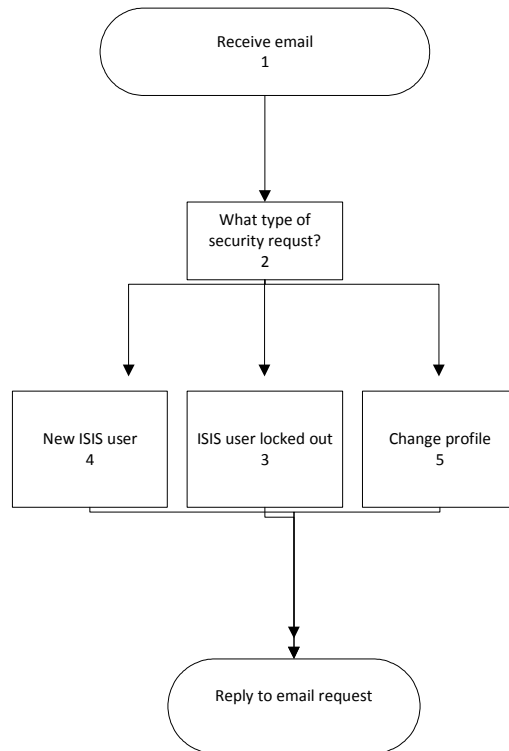
Interfaces:

N/A

Attachments:

ISIS Hlep Desk Security Form

Enrollment Specialists



ISIS Security form

ISIS Security Request

Step #1 Complete the following Information:

Action		<i>Add, Change or Delete</i>
DHS Network Login		<i>Only if DHS</i>
DHS Worker No.		<i>Only if DHS</i>
Last Name		
First Name		
Organization/Company		
Address		
2nd Address		
City		
State		
Zip		
E-mail Address		
Phone Number		
Fax Number		
Role(s)		
County(ies)		
Mother's Maiden Name		
Provider Number		<i>Only for targeted case management BI and E</i>
HCBS Programs		
(AIDS/HIV, BI, CMH, Elderly, I&H, MR or PD)		<i>For Targeted Case M and IME Medicaid Se</i>
Last 4 digits of SSN		<i>Last 4 digits only</i>

Step #2 Save this document locally.

Step #3 Send this document as an attachment to ISISHelpDesk@dhs.state.ia.us